

Managed Long Term Care Performance Measurement Measures included in 2012 Report

The Managed Long Term Care (MLTC) Performance Measurement report is based on data collected in the Semi-Annual Assessment of Members (SAAM) and a member experience of care survey. SAAM is based on the Outcome and Assessment Information Set (OASIS-B), and is used to establish clinical eligibility for the MLTC program and assist health providers in care planning and outcomes monitoring. Measures are categorized as Current Status and Performance; Performance over Time; and Satisfaction with the Experience of Care.

1. Current Status and Performance

A. Overall Functioning and Activities of Daily Living

- Overall Functioning: The SAAM Index is a composite measure of Activities of Daily Living, Incontinence and Cognitive Functioning.

Specific Activities of Daily Living (ADL)

- Ambulation: Member's ability to walk on various surfaces. Average score on a scale of 0-6. Zero represents the highest level of functioning.
- Bathing: Member's ability to bath him/her. Average score on a scale of 0-5. Zero represents the highest level of functioning.
- Transferring: A member's ability to move from a seated position to another location. Average score on a scale of 0-6. Zero represents the highest level of functioning.
- Dressing Upper Body/Dressing Lower Body: Member's ability to dress their upper and lower bodies. Average score on a scale of 0-3. Zero represents the highest level of functioning.
- Toileting: Member's ability to use the bathroom or beside commode. Average score on a scale of 0-4. Zero represents the highest level of functioning.
- Feeding/Eating: Member's ability to feed oneself. (Does not include meal preparation.) Average score on a 0-5 scale. Zero represents the highest level of functioning.

B. Incontinence and Neurological/Emotional/Behavioral Status

- Urinary Incontinence Frequency: Percentage of members who are incontinent more than once a week.
- Bowel Incontinence Frequency: Percentage of members who have any bowel incontinence.
- Cognitive Functioning: Percentage of members who are not alert, i.e., need prompting or assistance in routine situations, are disoriented or in a vegetative state.
- When Confused: Percentage of members who were confused in new situations or at various times of the day.
- When Anxious: Percentage of members who were anxious at least occasionally.

C. Quality of Life/Effectiveness of Care/Emergent Care

- Oral Medication Management: Percentage of members who are independently managing oral medication.
- Flu Immunization Status: Percentage of members who received an influenza vaccination in the past year.
- Living Arrangements: The Percentage of members living alone.
- Falls: Percentage of members who had one or more falls.
- Frequency of Pain: Percentage of members who experienced any pain at least daily.
- Depressive Feelings: Percentage of members who experienced some depression feelings.
- Any Emergent Care: Percentage of members who received any emergent care in either the hospital, outpatient department or doctor's office.

2. Performance Over Time

A. Overall Functioning

- The percentage of members whose overall functioning as defined by the SAAM Index improved, stayed the same, or declined.

B. Activities of Daily Living

- Activities of Daily Living (ADL) Composite: Percentage of members whose SAAM Index functioning was stable or improved over the follow-up period.
- Ambulation: Percentage of members whose ability to safely walk or use a wheelchair on a variety of surfaces was stable or improved over the follow-up period.
- Bathing: Percentage of members whose ability to wash their entire body was stable or improved over the follow-up period.
- Transferring: Percentage of members whose ability to move from one location to another, such as from a bed to a chair, was stable or improved over the follow-up period.
- Dressing Upper Body/ Dressing Lower Body: Percentage of members whose ability to dress their upper and/or lower body was stable or improved over the follow-up period.
- Toileting: Percentage of members whose ability to use a toilet or bedside commode was stable or improved over the follow-up period.
- Feeding/Eating: Percentage of members whose ability to feed themselves was stable or improved over the follow-up period.

C. Incontinence

- Urinary Incontinence/Catheter Presence: Percentage of members who remained stable or improved in presence of incontinence or catheter need over the follow-up period.

- Urinary Incontinence Frequency: Percentage of members who remained stable or improved in frequency of urinary incontinence over the follow-up period.

D. Quality of Life/Effectiveness of Care

- Oral Medication Management: Percentage of members whose ability to independently manage oral medications remained stable or improved over the follow-up period.
- Frequency of Pain: Percentage of members who remained stable or improved in frequency of pain.
- Shortness of Breath: Percentage of members who remained stable or improved in experiencing shortness of breath over the follow-up period.
- Depressive Feelings: Percentage of members who remained stable or improved in experiencing depressive feelings over the follow-up period.

E. Emergent Care

- Any Emergent Care: Percentage of members who received emergent care during the follow-up period stratified by: 1) hospital 2) doctor's office 3) outpatient department 4) any provider type.
- No Known Emergent Care: Percentage of members for whom no emergent care was reported during the follow-up period.

3. Satisfaction with the Experience of Care

Percentage rating the following as good or excellent:

- Rating of Health Plan
- Rating of Dentist
- Rating of Care Manager
- Rating of Regular Visiting Nurse
- Rating of Home Health Aide
- Rating of Transportation Services